

WHAT IS CLAIMED IS:

1 1. A network of conversation control systems, the network comprising:
2 at least a first and a second conversation control system; and
3 a central control, wherein the central control is communicably coupled to the
4 first and the second conversation control systems.

1 2. The network of claim 1, the network further comprising:
2 an initiator, wherein the initiator is communicably coupled to the central
3 control.

3 3. The network of claim 2, wherein the initiator is a predictive dialer.

4 4. The network of claim 1, wherein the central control comprises a set of
5 components, and wherein the set of components is copied to both the first conversation
6 control system and the second conversation control system under direction of the central
7 control.

8 5. A method for providing information to one or more recipients, the
9 method comprising:
1 providing a first conversation control system;
2 providing a second conversation control system;
3 providing an initiator;
4 communicating with the initiator, wherein a recipient is contacted; and
5 selecting one of the first conversation control system or the second
6 conversation control system to interact with the recipient; and
7 communicating with the recipient via the selected conversation control system.

8 6. The method of claim 5, wherein the initiator is a predictive dialer.

9 7. The method of claim 5, the method further comprising:
1 maintaining components for use by the first and second conversation control
2 systems on a central control; and
3 updating both the first and second conversation control systems with the
4 components.
5

1 8. The method of claim 7, the method further comprising:
2 determining if a component on the first conversation control system is less
3 recent than a component on the central control.

1 9. The method of claim 5, wherein the conversation control system
2 comprises:
3 a computer associated with a database, wherein the database comprises one or
4 more audio files;
5 a speaker; and
6 an input device.

1 10. The method of claim 9, wherein communicating with the recipient
2 comprises:
3 receiving a first audio signal from the recipient; and
4 outputting the first audio signal via the speaker to a user.

1 11. The method of claim 10, the method further comprising:
2 receiving a selection from the user at the input device of the first conversation
3 control system, wherein the selection designates an audio file; and
4 converting the audio file to a second audio signal; and
5 outputting the second audio signal to the recipient.

1 12. A method for controlling a network of conversation control systems,
2 the method comprising:
3 initiating contact with a recipient via an initiator;
4 selecting a conversation control system;
5 routing information received from the recipient to the conversation control
6 system;
7 outputting the information received from the recipient via an output device of
8 the conversation control system;
9 receiving an indication of a script item to respond to the information received
10 from the recipient; and
11 presenting the script item to the recipient.

1 13. The method of claim 12, the method further comprising:

2 receiving an indication of a script, wherein the script item is associated with a
3 step of the script.

1 14. The method of claim 13, the method further comprising:
2 receiving an indication of a presentation, wherein the presentation controls the
3 form that the script item is presented to the recipient.

1 15. The method of claim 14, wherein the indicated presentation is a voice
2 presentation.

1 16. The method of claim 15, wherein the voice presentation is a particular
2 person's voice.

1 17. The method of claim 16, wherein the person's voice is pre-recorded.

1 18. The method of claim 14, wherein the indicated presentation is the
2 recipient's language.

1 19. The method of claim 18, wherein the recipient's language is not the
2 user's language.

1 20. The method of claim 12, wherein the initiator is a predictive dialer.

1 21. The method of claim 12, wherein selecting the conversation control
2 system is done by determining which of a plurality of conversation control systems is
3 currently not in use.

1 22. The method of claim 12, wherein selecting the conversation control
2 system is done by determining which of a plurality of conversation control systems is about
3 to terminate use.

1 23. The method of claim 12, the method further comprising:
2 providing a central control, wherein selection of the conversation control
3 system is effectuated by the central control via a computer network.